



COUNTY OF SANTA BARBARA
CALIFORNIA

DEPARTMENT OF SOCIAL SERVICES

CHARLENE A. CHASE
DIRECTOR

234 CAMINO DEL REMEDIO
SANTA BARBARA
CALIFORNIA 93110-1369
(805) 681-4400

December 16, 1997

Eloise Anderson, Director
California Department of Social Services
744 "P" Street, M/S 17-11
Sacramento, CA 95814-5512

Dear Mrs. Anderson:

This letter transmits to you the CalWORKS Plan approved by the Santa Barbara County Board of Supervisors on December 16, 1997, in accordance with the requirements specified in AB 1542 and your department's directives.

The Santa Barbara County Board of Supervisors has adopted a plan which represents the best efforts of a wide-ranging group of participants representing a broad spectrum of interests and concerns. Our view of the future anticipates a continuous process in which we act, evaluate, plan new strategies, and implement new actions to optimize our response to the challenges we face.

Our county is just now reaching the employment levels it had previously attained at the height of the last boom period after seven long years of recession and slow recovery. Seventy-eight percent of our welfare families reside in sections of the County where inter-city public transportation is less than optimal and where year-round full-time work may be harder to find.

We will need innovative, effective economic development involving community and business cooperation. We have already generated momentum with our "work first" blended system implementation of GAIN -- a strategy which has placed us in the forefront among counties, with over half of our aided adults working. One of the major strategies of our plan is to move parents who are already working into jobs which pay enough to live on, year-round, so that families can survive off welfare.

Unemployment levels in this county are a third below the state average at present. We have seen the number of unemployed people decline to low levels reached during the last boom period. This is good news on the one hand, but problem-posing on the other, because reducing unemployment and underemployment much further is likely to be harder than before.

We are concerned that our early record of success may disadvantage our county's ability to generate CalWORKS incentives. Furthermore, we are concerned that our maintenance of effort costs may be higher than in many other counties because we are further along the welfare-to-work implementation curve. Since we have already achieved a high level of work participation, the remaining recipients we must reach include a high percentage of non-TANF-exempt aided adults who are among the hardest to serve. Standards which do not take this consideration into account unfairly penalize our leadership in the common goal of maximizing family self-sufficiency. Therefore, we look forward to working with you to establish a fair basis for measuring effort and earning incentives through outcomes.

We clearly will need the support of all segments of the community to achieve these goals and we look forward to continuing to work with all stakeholders to sustain our collaborative momentum.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Urbanske", written in a cursive style.

Tom Urbanske

Chairman of the Santa Barbara County Board of Supervisors

Enclosure: 1) Santa Barbara County CalWORKS Plan
 2) Minute Order recording adoption of the plan

copy to: Charlene Chase, Santa Barbara County Social Services Director

**BOARD OF SUPERVISORS OF THE COUNTY OF SANTA BARBARA
STATE OF CALIFORNIA
CLERK OF THE BOARD OF SUPERVISORS**

*** * * * ***

MINUTE ORDER

December 16, 1997, in the a. m.

**Present: Supervisors Naomi Schwartz, Jeanne Graffy, Gail Marshall,
Timothy J. Staffel, and Thomas Urbanske
Michael F. Brown, Clerk (Allen)**

Supervisor Urbanske in the Chair

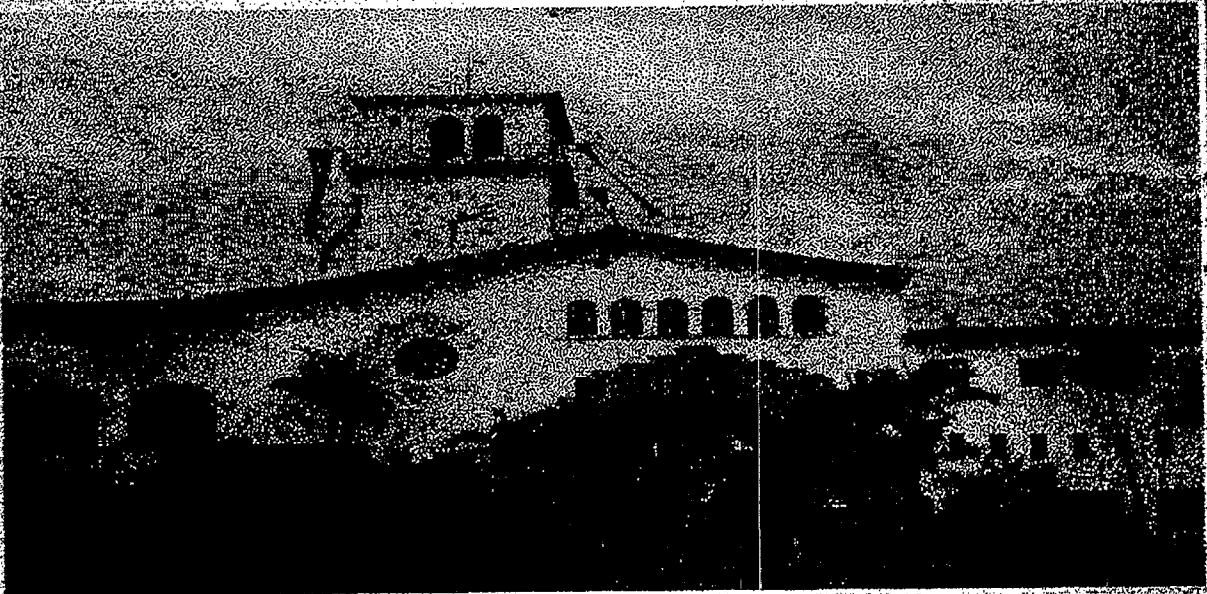
**RE: SOCIAL SERVICES - Hearing to consider the Department of Social Services
recommendation to approve the CalWORKs Plan and to direct the Department to
forward the approved plan to the California Department of Social Services for
certification. (97-20,451) (FROM DECEMBER 2, 1997; EST. TIME: 45 MIN.)
COUNTY ADMINISTRATOR'S RECOMMENDATION: APPROVE**

Schwartz/Graffy

**Adopted recommendations a) through d) as outlined
in Board letter dated December 16, 1997. Board also
indicated its support for clean-up legislation
concerning incentives for higher education.**

CalWORKs Plan

Santa Barbara County Department of
Social Services



Charlene A. Chase, Director

December 16, 1997

This plan is submitted pursuant to Section 10531 of the Welfare and Institutions Code required by The Welfare to Work Act of 1997, AB 1542.

TABLE OF CONTENTS

| | |
|--------------------------------------------------------------------------------------------------|----|
| EXECUTIVE SUMMARY | 1 |
| a. COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING AND SUPPORTIVE SERVICES | 4 |
| b. PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS | 6 |
| c. LOCAL LABOR MARKET NEEDS | 7 |
| d. WELFARE-TO-WORK ACTIVITIES | 8 |
| e. SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES | 9 |
| f. MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS | 12 |
| g. CHILD CARE AND TRANSPORTATION SERVICES | 13 |
| h. COMMUNITY SERVICE PLAN | 17 |
| i. WORKING WITH VICTIMS OF DOMESTIC VIOLENCE | 18 |
| j. PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES | 19 |
| k. PUBLIC INPUT TO THE COUNTY PLAN | 22 |
| l. SOURCE AND EXPENDITURE OF FUNDS | 24 |
| m. ASSISTING FAMILIES TRANSITIONING OFF AID | 25 |
| n. JOB CREATION | 26 |
| o. OTHER ELEMENTS | 27 |
| p. COMPLIANCE WITH REQUIREMENT OF CalWORKs | 29 |
| q. INTERACTION WITH INDIAN TRIBES | 30 |
| CERTIFICATION | 31 |
| ATTACHMENTS (Team Leaders, Participants, Partners, and Fiscal) | 1 |

EXECUTIVE SUMMARY

In 1992, the Santa Barbara County Department of Social Services (DSS) undertook a major internal process to revise the vision and mission statements. During this process, the department involved all levels of staff and management to redefine our mission and the delivery of services to clients and the community. As a result of those working sessions, the department's focus clearly changed to the achievement of self-sufficiency. Since that time the department has periodically reviewed this statements and the following is the current Vision, Mission and the statutory goal of the Department of Social Services.

Vision

"To facilitate individuals and families to become emotionally, socially, and fiscally self-sufficient and to contribute to a healthy community"

Mission

"To provide service which assists the residents of Santa Barbara County in becoming productive and self-sufficient contributors to the well-being of the community. We do this by identifying their needs and administering federal, state, and county programs to meet those needs, while establishing partnerships with individuals and community groups to ensure collaborative solutions"

Statutory Goal

"To achieve the goals of Public Law 104-193 which include reducing dependence of needy parents on government benefits by promoting job preparation, work and marriage; reducing out-of-wedlock births; encouraging the formation and maintenance of two-parent families."

Santa Barbara County DSS has restructured welfare into a new employment transition system which expects, facilitates and celebrates self-sufficiency. This ongoing process is consistent with the recent enactment of CalWORKs. In 1991, the DSS Director formed a volunteer Business Advisory Team (BAT), composed of community business and education leaders, to act as a consulting group to the Director of Social Services.

Consistent with the self-sufficiency theme, the Department organized and chairs a Family Services Council (FSC) consisting of managers from DSS, Health Care Services, Probation, Mental Health, Public Guardian, Job Training Network, and the District Attorney. The FSC Council works on expanding existing collaborative activities within county government as well as re-investment policies. Santa Barbara County DSS has a strong and long history of collaborative agreements with County Schools, Community Colleges and Community Based Organizations (CBO). DSS was a founding partner of the KIDS Network which has over 100 CBO's and public agencies represented in the organization. KIDS Network is a major supportive

organization in the collaborative activities necessary to implement an effective CalWORKs program. Additionally, our employment program (GAIN) has education and training agreements/contracts with schools, colleges and private training facilities. Under CalWORKs these agreements will continue and collaborations will be expanded to include new providers of specialized services within the community.

The Department is expanding its partnerships with the private employer community. Since 1993 employers have been working with DSS in their Self-Sufficiency Centers to provide information regarding their job opportunities and employment needs. DSS also has active partnerships with our local Chamber of Commerce's through our One-Stop Task Forces. Included in the One-Stop Steering Committees are representatives of the various local economic development groups. Our faith community will be included in our open public forums and have expressed interest in continuing their support through homeless shelters and food bank support.

Local labor market needs are available through market surveys conducted by Job Training Network (JTN) in collaboration with EDD and published yearly in its "Occupational Outlook" and "Supplemental Occupational Report". Another resource available to the department is a "Regional Economic Development Plan" funded by a Grant from the California Community Colleges and researched and prepared by Strategic Change Associates. State EDD will expand its Cal-Jobs system to this county in late spring. This is an electronic on-line computer system that can be accessed by job seekers and partners in the collaboration that will have listings of local jobs as well as an opportunity to submit résumés via the internet. Although these resources are available for the primary purpose of obtaining employment for the recipients of public assistance, the department will offer all other welfare-to-work activities funded under the federal law.

For many years, DSS has used agreements with Mental Health to provide assessments and some counseling services for our Child Welfare families and children. Under CalWORKs, these agreements will be expanded to provide substance abuse and mental health treatment for public assistance recipients that will enable them to participate in work, in community service or sheltered workshops.

The Department will provide diversion services that will offer an alternative financial support or other incentive that would prevent the need for ongoing public assistance. As part of this diversion process, the department will also screen applicants for issues relating to domestic violence. DSS has been working with the District Attorney's office to finalize a protocol that will compliment the existing policies of the Domestic Violence section.

DSS is expanding its capacity to provide vendor payments for supportive services. Using some of the systems and processes utilized in the GAIN program, DSS will expand that capability to approve and process all supportive services (child care, transportation, ancillary) necessary to assist families and move them into self-sufficiency.

In collaboration with DSS, the Family Services Council formed a Welfare Reform Task Force in October 1996. Parallel with that committee, the Department established an internal Welfare Reform Steering Committee to begin to identify program changes, to develop strategies for

planning, designing and implementing welfare reform and to prepare a speaker's outline and text that could be used by staff to make community presentations. Since passage of AB 1542, the department has embarked on an extensive planning process that includes department staff, employee union representatives, members of the public, consumers, staff from other departments and agencies. Their task is to develop a collaborative plan for designing and implementing welfare reform. The Department scheduled four (4) forums in November and early December to specifically address the implementation of CalWORKs. During these information forums, the Department outlined its proposed CalWORKs program and received input from the community on their needs and solicited outcomes important to the community. For the past three years the KIDS Network has published a family and children Scorecard to benchmark and evaluate the overall health of a children and families in this county. The department will use some of the performance outcomes and benchmarks to evaluate the effectiveness of the activities implemented under CalWORKs.

The Department in collaboration with the County's Economic Development Director will submit a proposal for the funds made available through the Job Creation Investment Fund for job creation initiatives using, rather than duplicating existing local resources.

DSS staff has contacted representatives of the Santa Ynez Indian Reservation (the Chumash), to explain the various options available to them regarding the administration and operation of their own CalWORKs' program. As of this date, the tribal leaders have not made a final decision on their options. The preliminary indications are that they will not run their own program. Additional communications between the departmental staff and tribal leaders will continue and the final decision will be submitted as an addendum.

The department will enroll single parents in welfare-to-work activities for a minimum of 32 hours commencing January 1, 1998.

Santa Barbara County DSS has an interest in several pilot projects:

We are already working with the District Attorney's office, EDD and JTN regarding employment services for non-custodian parents. This pilot project would provide an excellent opportunity to increase the support from this group of parents.

The Department of Social Services in collaboration with Women's Economic Ventures is interested in submitting a proposal to provide self-employment training and technical assistance to women and minorities who are recipients of CalWORKs benefits. The proposal would include a training program that would help the recipient determine whether he/she was suitable for self-employment

In collaboration with Allan Hancock College, Santa Barbara City College, and Santa Barbara Family Care Center (Resource & Referral), the Santa Barbara County Department of Social Services has created a pilot project that builds upon and expands the capacity of an existing in-home, license exempt child care provider training program in our county. The Department has submitted a grant proposal to expand the funds for this pilot project.

(Each of these elements should be on separate pages to facilitate the review process.)

Section 10531 of the Welfare and Institutions Code (WIC) requires each county to develop a plan that is consistent with state law and describes the full range of services available to move CalWORKs applicants and recipients from welfare-to-work. Subsections (a) through (q) set forth specific plan requirements which are addressed below. The CalWORKs plan should not duplicate the planning processes which have already occurred within the county, rather it should incorporate other planning efforts where appropriate.

(a) COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO PROVIDE TRAINING AND SUPPORTIVE SERVICES

Briefly describe how the county will work with other public and private agencies to provide necessary training and support services. This section should include, at a minimum, a list of the necessary training and support services and the public and/or private agencies which will provide those services. [References: Education Code Section 10200 and WIC Section 10531(a)]

Does your county have a Refugee Employment Services Plan?

☐ YES

☒ NO

All Job Services are provided by a private contractor, Curtis & Associates, at Self-Sufficiency centers in Santa Maria and Santa Barbara. Job Services are provided in our Lompoc District Office by Curtis & Associate's staff. The Employment Development Department (EDD) also offers an intensive Job Services Program for CalWORKs participants that is coordinated with the Curtis program so that participants are provided expanded services without duplication.

Through a Memorandum of Understanding (MOU) with EDD, Welfare-to-Work staff and participants have access to EDD job listings through their SHARE project. This project (funded jointly by EDD and CDSS) provides a direct link to the statewide EDD system. This system is scheduled to be replaced by statewide Cal-Jobs during midyear, 1998.

Basic Education will continue to be emphasized on a concurrent basis with other Welfare-to-Work activities. The Basis Education components, Adult Basic Education (ABE) in reading and math literacy, High School diploma/General Educational Development (GED) certificate preparation, and English as a Second Language (ESL) will continue to be provided by the local Community College and High School Districts. Monitors on site at the major providers track attendance and conduct required progress and certification testing. Services for Adolescent & Family Enrichment (SAFE) contracts with the department to provide Cal-Learn services. Their emphasis is to ensure that pregnant minors and minor parents complete their high school education or obtain GED's. Specifically the providers are:

- Allan Hancock College
- Santa Barbara City College

- Santa Maria Joint Union High School
- Lompoc Adult School
- Santa Barbara City College Adult Education
- Santa Barbara County Regional Occupational Programs (ROP)
- Services for Adolescent and Family Enrichment (SAFE) (Formerly Klein Bottle

Assessment will continue to be required under the Welfare-to-Work component of CalWORKs. Some assessments will be conducted by qualified CalWORKs social workers in each office. Other assessments requiring more time and expertise will be provided by MOU with other public agencies or by contract with private providers. Current vocational assessments not completed by in-house staff are done by:

- Job Training Network (JTN-JTPA Agency)
- BEST Comprehensive Rehabilitation
- Career Advantage

Vocational Training and other education services will be expanded through the use of our existing providers. With the implementation of time limits under CalWORKs, creative new ways to provide vocational training and special educational tracks will need to be initiated. Both community colleges and JTN (in collaboration with their sub-contractors) have been re-designing their curricula to meet the needs of CalWORKs recipients and do it within the mandated time limits. Vocational enhancement programs designed to upgrade employment skills for those already working full or part-time in entry level jobs will become critical in achieving the goals of true Welfare-to Work.. Providers of these services in Santa Barbara County include:

- Allan Hancock College
- Santa Barbara City College
- Santa Barbara City College (Adult School)
- Santa Barbara County Regional Occupational Programs
- Job Training Network (JTN)
- Lompoc Adult School
- Center for Employment and Training (CET)
- Santa Barbara Business College
- Private Cosmetology Schools
- Other licensed/certified private schools

On the Job Training is primarily accessed through our local JTPA provider, Job Training Network. DSS has maintained a continuing contract with JTN to provide this service. The department plans to continue that arrangement.

Community Work Experience will combine and replace Pre-Employment Preparation (PREP) and, Alternative Work Experience (AWEX) activities currently provided under GAIN. CalWORK's Community Work Experience will continue to develop these sites with both public and private employers or CBO's in order to increase the capacity necessary to meet the work activities requirements under Welfare Reform.

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

Describe the county's partnerships with the private sector, including employers, employer associations, the faith community, and central labor councils, and how those partnerships will identify jobs for CalWORKs program recipients. [Reference: WIC Section 10531(b)]

Through ongoing collaborative efforts, the Department has formed a strong link with the private employer community. The Department will continue to focus on strengthening and expanding these partnerships to ensure that the County develops a coordinated and comprehensive approach to identifying jobs for CalWORKs recipients.

The volunteer Business Advisory Team (BAT) composed of community business and education leaders, was established by the Department's Director in late 1991. The BAT reflects community and business concerns and provides advice and support for the Department.

The Department is an active participant in the Private Industry Council (PIC), with the Department Director serving as a member of that board. The PIC provides policy and guidance for the Job Training Network (JTPA Department) in areas of job identification training, job placement, expansion of the local job market and other activities that provide a supportive link between our CalWORKs participants and the private sector.

Community employers work with the Department's Self-Sufficiency Centers to provide basic information regarding their job opportunities and employment needs. They assist the CalWORKs participants with mock interviews and tips on how to succeed in an interview.

The County is in the process of developing single-access systems and one stop centers for employment and training services that will provide access to all individuals who require employment and training assistance. To facilitate the planning and development of these one stop centers, ongoing partnerships have been established with local Chambers of Commerce, the Job Training Network, the Employment Development Department, the Education community, collaborating Community Based Organizations and various local economic development groups.

Our faith community will be included in our open public forums and expressed interest in continuing support of homeless shelters and food bank programs.

The County will strengthen its current relationship and will develop new methods to enlist the business community in public/private partnerships related to identifying and developing jobs and support of families moving from welfare to self-sufficiency. Those local economic partnerships, which include county agencies, the education community, foundations and lending institutions, must work together to create and fund programs that foster entrepreneurship and job creation. Some programs that have proven successful include, incubators, micro-enterprise training programs and other small business enterprise strategies.

(c) LOCAL LABOR MARKET NEEDS

Briefly describe other means the county will use to identify local labor market needs. [Reference: WIC Section 10531(c)]

The county-wide unemployment rate has dropped from over 7% on 1/96 to approximately 4% as of 10/97. While all areas of the county have improved, employment conditions in the cities of Santa Maria and Lompoc continue to have higher localized unemployment rates. With nearly 75% of the county's CalWORK's caseload located in these two areas, the impacts of more people entering the labor market there will demand greater efforts by the community and business to meet that employment need.

Using the labor statistics collected and analyzed through the cooperative efforts of the California Employment Development Department (EDD), California Cooperative Occupational Information System (CCOIS), and JTN, Job Training Network (JTN) surveys between 100 and 125 occupational fields in the county each year. As a result of those surveys, JTN completes in-depth studies of twenty (20) occupations listing wages, work hours, work conditions and employment outlooks for the three major areas of the county, Santa Barbara, Santa Maria and Lompoc. JTN publishes this information yearly in its "Occupational Outlook" and "Supplemental Occupational Report". DSS uses the information in these documents to develop a labor market report that DSS staff can use to assist CalWORKs participants in their employment search.

Another resource available to the department is a "Regional Economic Development Plan" funded by a Grant from the California Community Colleges and researched and prepared by Strategic Change Associates. The researchers surveyed businesses in a three county area (Ventura, Santa Barbara & San Luis Obispo Counties) and obtained specially ordered and analyzed data from EDD to complete the following objectives:

- Identify regional workforce education and training needs
- Identify human resource needs in emerging occupations and high growth industries
- Identify education, training, and service needs of small businesses in the region
- Identify regional workforce training and education service providers
- Identify regional community college economic development programs
- Identify gaps between these workforce needs and the supply of training services
- Incorporate this information into a regional economic development plan

This document is now available and used as a resource by the educational community as well as the department.

(d) WELFARE-TO-WORK ACTIVITIES

Each county is expected to offer a range of services adequate to ensure that each participant has access to needed activities and services to assist him or her in seeking unsubsidized employment. [Reference: WIC Section 11322.7(a)] Pursuant to WIC Section 11322.7(b) "No plan shall require job search and work experience of participants to the exclusion of a range of activities to be offered to recipients." Activities allowed by state law include, but are not limited to, those listed below. Please indicate which of the following activities will be provided and identify any allowable activities that will not be provided. [Reference: WIC Section 10531(d) and WIC Section 11322.6]

Santa Barbara county's goal is to move applicants and recipients to unsubsidized employment at the earliest possible date and reduce the need for government assistance. Services available include Orientation, Appraisal, Job Search/Readiness and Work experience.

Participants in Welfare-to-Work will be offered a wide range of activities to assist them in the transition to self-sufficiency. Participants may be assigned concurrently to one or more of the activities listed below.

- Unsubsidized Employment
- Subsidized Employment
- Self-Employment
- Work Experience
- Job Search and Job Readiness Assistance (JWJS)
- On-The-Job Training
- Work Study
- Job Skills Training Directly Related to Employment
- Vocational Education and Training
- Job Skills Training directly related to employment
- Adult basic education (ABE)
- Education (GED/ESL/VESL) Directly Related to Employment (if no HS diploma)
- Satisfactory Progress in Secondary School or in a course of study leading to a General Education Development
- Community Service (for participants who exceed 18/24 month time limits only)

Grant-based on-the-job training, which means public or private sector employment or on-the-job training in which the recipient's cash grant, or a portion thereof is diverted to the employer as a subsidy, will not be provided due to administrative burden and cost ineffectiveness.

(e) SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICESPlan for Substance Abuse Services

Briefly describe how the welfare department and the county alcohol and drug program will collaborate and utilize new funds available to ensure the effective delivery of substance abuse services. These funds should be used to maximize federal financial participation through Title XIX of the federal Social Security Act. If the county has determined who will provide substance abuse treatment services, please indicate the providers in the plan. If that decision has not been made, please provide CDSS an addendum to the county CalWORKs plan indicating the provider when determined. [Reference: WIC Section 11325.8]



Certify that the county's substance abuse treatment services will include at least the following: evaluation, case management, substance abuse treatment, and employment counseling, and the provision of community service jobs.

Describe any additional services the county will provide. [Reference: WIC Section 11325.8]

Santa Barbara County hereby certifies that substance abuse treatment services for CalWORKS recipients shall include at least the following:

- evaluation
- case management
- substance abuse treatment
- employment counseling
- community service jobs

Santa Barbara County plans to provide substance abuse treatment services through the County Alcohol and Drug Program's community provider network. Counseling and intervention services will be provided to recipients of CalWORKs whose substance abuse creates barriers to employment. These services will reflect the county's commitment to Welfare-to-Work.

Santa Barbara County will maximize federal financial participation through Title XIX and use the CalWORKs allocation to supplement or expand existing services. The County will track CalWORKs referrals made for Drug and Alcohol Services to ensure that recipients receive those services to the extent that the allocation is sufficient to meet the needs as determined by the county.

Staff will receive training on identifying barriers to employment participation and on how to use self-administered screening tools that can be used to determine any barriers or exemptions from work participation. Additionally, staff will be provided training on making prompt and

appropriate referrals of the participant for an evaluation and on the development of welfare-to-work plans that incorporate the results of the evaluation. Procedures for assessment, case management and referral of participants are being completed to ensure the development of effective and comprehensive welfare-to-work plans. Procedures for the determination of any treatment necessary for the participant's transition from welfare to work are also being developed.

Plan for Mental Health Services

Briefly describe how the welfare department and the county department of mental health will collaborate and utilize new funds available to provide effective mental health services. Counties should maximize federal financial participation to the extent possible in the provision of mental health services. [Reference: WIC Section 11325.7]



Certify that the county will provide at least the following services: assessment, case management, treatment and rehabilitation services, identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities.

Please describe any additional services the county will provide.

Santa Barbara County hereby certifies that Mental Health Services provided to CalWORKs recipients for the purpose of assisting them to become self-sufficient shall include the following:

- assessment
- case management
- treatment and rehabilitation services
- identification of substance abuse issues
- a process to identify individuals with severe mental health disabilities

Santa Barbara County plans to provide mental health services through County Mental Health and their network of community providers. Counseling and mental health treatment services will be offered to CalWORKs recipients whose emotional illness is a barrier to obtaining or maintaining employment. These services will be combined with, and reflect, the County's commitment to Welfare-to-Work and be consistent with the county's consolidated Mental Health Medi-Cal service plan.

The State allotment will be used to supplement existing Federal funding and the County will ensure that services provided qualify for the non-state share of Medi-Cal whenever possible. The County will track CalWORKs referrals made for Mental Health Services to ensure that recipients receive those services to the extent that the allocation is sufficient to meet the needs as determined by the county.

Case management will be conducted in a manner that ensures ongoing communication and collaboration between employment services staff and mental health providers to establish both treatment and plans for participation in work activities.

(f) MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS

Briefly describe the extent to which and the manner in which the county will make mental health services available to recipients who have exceeded the 18 or 24 month time limit. [References: WIC Section 10531(f) and WIC Section 11454]

Santa Barbara County will offer continued services, as recommended by treatment providers, to CalWORKs recipients who exceed the time limits as necessary to overcome barriers to employability. The Mental Health service provider will be notified of changes in the recipient's eligibility and will ensure that clients in need of service continue to have access to the services through available continuing medical assistance, providing these services are covered by Medi-Cal or the county's Medically Indigent Services Program. Eligibility Workers are currently out-stationed at Mental Health in two of three district offices for direct linkage to Medi-Cal services and continued ongoing communication between agencies.

(g) CHILD CARE AND TRANSPORTATION SERVICES**Child Care**

Please briefly describe how child care services will be provided to CalWORKs participants. This should include a description of how the county will provide child care for families transitioning from county funded providers to non-county funded providers of child care services. It should also indicate what criteria the county will use to determine, on a case-by-case basis, when parents who have primary responsibility for providing care to a child six months of age or younger, may be exempt from welfare-to-work participation. The exemption period must be at least twelve weeks and, at county discretion, can be increased to one year for the first child. The exemption period for subsequent children is twelve weeks, but may be increased to six months. Briefly describe the criteria the county will use to determine the period of time a parent or other relative will be exempt considering the availability of infant child care, local labor market conditions, and any other factors used by the county. Additionally, briefly describe how the county will ensure parents needing child care services can access the Resource and Referral Agency.

PROVISIONS FOR CHILD CARE

Effective January 1, 1998, Child Care and Development services will be provided through a three-stage system. The Department of Social Services and its partners in the local child care community will implement policies and procedures that will fully support the family's move toward self-sufficiency as they participate in education, training and work activities. Families receiving aid or transitioning off of aid will be served in Stage One and Stage Two. All other income eligible families will be served in the Stage Three subsidized child care programs when a funded space is available. The Department of Social Services will establish transitioning procedures to ensure that families move seamlessly and quickly between stages and that there is no break in services.

All reimbursements for child care services will be made to the provider of services. To the extent funds are available, paid child care shall be available to participants in welfare-to-work activities with a dependent child(ren) up through 12 years of age. The Department of Social Services will track and report the supply, demand, and utilization of child care services to the California Department of Social Services and the California Department of Education as required by AB 1542.

STAGE ONE

Effective January 1, 1998, Santa Barbara County Department of Social Services will administer and deliver Stage One child care services to CalWORKs recipients.

STAGE TWO

Effective January 1, 1998, Santa Barbara County Department of Social Services will administer and deliver a portion of Stage Two child care services by expanding its current Alternative Payment Program (APP) contract with California Department of Education. In addition,

Department of Social Services will sub-contract with the Santa Barbara County Education Office and Santa Barbara Family Care Center for the delivery of the balance of Stage Two child care services.

STAGE THREE

Effective January 1, 1998, Stage Three child care services will be administered and delivered by the Santa Barbara County Education Office and the Santa Barbara Family Care Center Alternative Payment Provider contractors. The Department of Social Services will continue its Alternative Payment Program contract with the California Department of Education to serve children in protective services.

COMMUNITY CHILD CARE PLANNING

In order to design and deliver the best long-term plan for child care services in Santa Barbara County, the Department of Social Services has and will continue to work closely with the local child care community. The Department of Social Services is participating as a regular member of the Santa Barbara Child Care Planning Council, the Child Care Community Round Table Steering Committee, Child Care Master Plan Committee, and the Community Care Licensing Welfare Reform Committee.

The Department of Social Services currently contracts with Children's R&R for all Trustline Certifications and continues to strengthen its relationship with the Children's Resource and Referral Program. Both agencies are prepared to act and ensure parents needing child care are provided those services in a swift and effective manner. In addition, Department of Social Services and Children's R&R have entered into a two-year pilot program for training CalWORKs recipients to become child care providers. This partnership will help fill the critical shortage of child care providers currently identified in Santa Barbara County and will focus on increasing infant/toddler, sick, and non-traditional work hours of child care.

WORK EXEMPTIONS BASED ON CARING FOR A CHILD

The exemption for child care will be six months. It could be increased up to a year (12 months) or decreased on a case-by-case basis. Recipients who adopt or give birth to additional children after utilizing the first infant exemption, shall be exempt from work participation requirements for 12 weeks. This exemption may be extended to six months. Based on a case-by-case review, exemptions will be increased or decreased based on the following guideline. This criteria includes but is not limited to:

- 1) Availability of infant child care based on information received from the Children's Resource and Referral Program;
- 2) Available infant care for traditional and non-traditional hours;
- 3) Available infant care for special needs infants;
- 4) Reasonable commute time to/from provider; and
- 5) Reasonable amount of provider choices for parental

selection.

- 6) Availability of transportation.
- 7) Availability of employment/labor market conditions.
- 8) Presence in the home required due to illness or incapacity or special need of infant or other household member as allowed under section 11320.3b(5) of the W&I Code.

This criteria shall not preclude recipients from volunteering to participate in work activities earlier than required by law. Furthermore, county policy could require workers to encourage clients to volunteer when the infant is 12 weeks old.

Transportation

Briefly describe how transportation services will be provided. [Reference: WIC Section 10531(g)]

Transportation support for Welfare-to-Work clients through DSS will include voucher reimbursements for private mileage and purchase of public transportation passes when available to meet the requirements of the WtW plan. For emergency situations, vouchers for the purchase of gas from local stations will be available. Participants will be also asked to think creatively in devising individual transportation plans, such as making use of car pools and other cooperative ventures.

In Santa Barbara County, other strategies are being developed to ensure availability and accessibility of transportation services in all of its communities. The Association of Governments has initiated meetings and supported the collaborative efforts of local transit providers, DSS, and other CalWORKs partners to find new and innovated ways to utilize their service to improve the transportation for our CalWORK's clients. At three regional meetings of transit providers, several issues were raised regarding the potential needs under Welfare Reform. Although each region had specific issues, a common concern across all regions was the lack of funds for new routes or to extend their hours of operation.

Partners included in the transportation collaboration included: Association of Governments, DSS, Job Training Network, Easy Lift, Santa Barbara City College, Allan Hancock College (Santa Maria & Lompoc Campus), City Transit Administrators from Lompoc, Solvang and Santa Maria, Lompoc Valley Senior Center, Santa Maria Area Transit, Santa Barbara Metropolitan Transit District and Lompoc Adult School. Recommendations from those collaborative efforts included the following:

- Continue to explore jointly with other governmental entities responsible for transportation systems on how to acquire funds for needed transportation services, since we estimate that the need will exceed the currently available service levels.

- Analyze statistical data from DSS and Association of Governments to determine local needs/demands and locations for transportation services including that of WtW clients.
- Find ways to make public transportation more affordable.
- Target all low income population to include WtW recipients.
- Provide transportation information to CalWORK's employees. Exchange WtW service demand's data with transportation providers so that local commuting solutions can be made.
- Conduct and/or sponsor Transportation Fair inviting welfare recipients, employers, Employee Transportation Coordinators and community educate all on the various alternatives to personal vehicles such as carpooling, vanpool, ridematching , walking and biking.
- Work directly with specific transportation districts to identify needs and work on solutions.

(h) COMMUNITY SERVICE PLAN

Briefly describe the county's plan for providing community service activities. This should include a description of the process the county will follow to determine where community services assignments will be located, and the agencies/entities that will be responsible for project development, fiscal administration, and case management services. If it is not known at this time, the county may provide the specific details of the Community Service Plan as an addendum. [References: WIC Section 11322.6 and WIC Section 11322.9]

The Department has surveyed all of the public and private non-profits listed in our county wide resource directory. Approximately 800 survey forms were sent and the department received responses from 143 organizations. Responses came from organizations located in all areas of the county. Many of the respondents were looking for specific employee criteria, such as seniors, people who work well with children, reception or writing skills. Nonetheless, we had many organizations that were willing to work with the clientele available through CalWORKs. Those agencies that responded indicated a willingness to case manage and develop projects for this clientele.

Since the CalWORKs legislation had not been approved and signed at the time we mailed the surveys, details regarding referral process, fiscal management and reporting mechanisms have not been developed. Since this will be a critical element of our future CalWORKs program, the County will submit an addendum at a later date with the details of our Community Service Plan.

(i) WORKING WITH VICTIMS OF DOMESTIC VIOLENCE

Briefly describe how the county will provide training for those county workers who will be responsible for working with CalWORKs recipients who are victims of domestic violence. [Reference: WIC Section 10531(i)]

Until regulations are adopted by California Department of Social Services in consultation with the Taskforce on Domestic Violence established by the Welfare-to-Work Act of 1997, the county may utilize other standards, procedures, and protocols for determining good cause to waive program requirements for victims of domestic violence, for example, those now used in the GAIN Program. [Reference: WIC Section 11495.15] Please describe the criteria that will be used by your county for this purpose and what approach the county would take to deal with recipients who are identified in this way.

Domestic Violence Protocol

Santa Barbara County will utilize standards, procedures, and protocols currently available within the County to screen and refer for services victims of domestic violence. The County recognizes that it is important to identify victims of domestic violence so that they may be referred to the appropriate service provider while at the same time working with them to encourage self-sufficiency. Santa Barbara County is collaborating with the following agencies to identify services available within the community and establish referral procedures:

- Santa Barbara County Victim Witness Program
- Shelter Services for Women
- Domestic Violence Coordinating Committee

The CalWORKs staff will utilize GAIN deferral criteria to provide exemption from or modification to participation in welfare-to-work activities as appropriate to ensure that victims are not placed at increased risk. However, when possible, the family will be offered welfare-to-work services to encourage self-sufficiency, rehabilitation and treatment.

Staff Training To Identify Victims of Domestic Violence

Santa Barbara County will provide training to all CalWORKs staff to identify past and present victims of abuse and provide appropriate referrals to supportive services.

Training will be provided with the assistance of:

- The Santa Barbara County Victim Witness Program staff
- The Shelter Services for Women staff
- The county Social Services staff development personnel
- UC Davis Training staff

(j) PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES

Please indicate whether there were any local program outcome objectives identified during the CalWORKs plan development process and how the county proposes to track those outcomes. If the county develops alternative outcomes for the CalWORKs program during future collaborative efforts, please submit information on those measures as an addendum to the CalWORKs plan. [Reference: WIC Section 10542]

During the Department's collaborative process of developing its CalWORKs plan, several community based performance objectives have been identified. These objectives and established tracking methods are listed below:

Children's Scorecard for Santa Barbara County--A Joint Project of the KIDS Network and University of California, Santa Barbara.

The purpose of the Children's Scorecard for Santa Barbara County is to compile indicators that inform the County and communities about the status of children and youth in terms of their physical, emotional and social well-being. Information for the Children's Scorecard is a collaboration between the KIDS Network and various CBO's and county agencies representing law enforcement, mental and physical health, child care, education, and social services.

The Children's Scorecard data base is updated periodically and a report is issued annually. This data base will provide the Department with a baseline for measuring the performance outcomes of these objectives and the method of tracking those outcomes.

Increase the availability of subsidized child care spaces:

Indicator: Availability of permanent subsidized child care spaces in child care centers and current unmet need for subsidized child care services.

Definition: Number of permanent subsidized child care spaces in the county compared to the number of children on waiting lists for subsidized child care.

Affordable, quality child care is an essential work support for CalWORKs recipients and enables these recipients and other low income parents to work and support their families. It is vital to a family's ability to obtain work and remain economically self-sufficient. The demand for subsidized child care remains high and will increase with the implementation of Welfare Reform. The Department will use previous year's data as a benchmark to compare against results after the implementation of CalWORKs. Tracking will be provided by KIDS Network.

Reduction in the County School Drop-Out Rate:

Indicator: Graduation and drop out rates.

Definition: Percent of children in county public schools who go on to graduate from high schools compared to the percent of those who drop out of high school.

Compared to the state average, Santa Barbara County has higher graduation rates and lower drop out rates. This demonstrates the success of our collaborative efforts to provide opportunities such as alternative schools, court and community schools, special education, and support services. The financial incentives included in CalWORKs for children receiving cash aid to maintain school attendance and the mandatory school attendance provision should further strengthen the County's success rate. The Department will use previous year's data as a benchmark to compare against results after the implementation of CalWORKs. Tracking will be provided by KIDS Network.

Increase the percentage of Children Fully immunized at Kindergarten Entry:

Indicator: Immunization of Children

Definition: Percentage of children entering preschool and kindergarten who are fully immunized.

Continuing attention must be focused on educating parents to complete necessary immunizations. The requirement included in CalWORKs that parents provide verification that their preschool age children have current immunizations will provide financial incentive for parents to consistently meet this responsibility. The Department will use previous year's data as a benchmark to compare against results after the implementation of CalWORKs. Tracking is mandated by Health Care Services and the data will be provided to KIDS Network.

Reduce the Number of Homeless Children:

Indicator: Children without a stable home/shelter

Definition: Number of children reported to not have a stable home or shelter environment.

With the implementation of time limits, more rigid sanctions, and other disincentives, there is a concern that the "safety net" will not be able to protect the dependent children and their families. One measure of the soundness of the safety net is whether more or less children and families are homeless as a result of the implementation of CalWORKs. The Department will use previous year's data as a benchmark to compare against results after the implementation of CalWORKs. Tracking will be provided by KIDS Network.

Other Locally Established Objectives:

Increase Support from Noncustodial Parents:

Indicator: The child support collection rate for noncustodial parents of CalWORKs children.

Definition: Number of noncustodial parents paying child support and the amount of child support collected.

Many children depend on cash aid because they receive little or no child support. To address this issue, the Department will strengthen its partnership with the District Attorney's Family Support Division for increased child support collection. In part, this will be accomplished through our proposal to develop an Employment and Training program for noncustodial parents.

This will be tracked through a collaborative effort with the District Attorney's office.

Increase reported Earnings:

Indicator: Cash assistance cases with reporting earnings.

Definition: Number of cash assistance cases with aided adults reporting earnings.

Caseload statistical data from September 1997 indicates that 51.3% of cases with aided adults reported earnings. With the changes in work exemptions and participation rates included in CalWORKs, and the Department's continued focus on client self-sufficiency, we expect to increase this by 10% over the next two years.

This will be tracked through statistical data available through the Department's Case Data System.

(k) PUBLIC INPUT TO THE COUNTY PLAN

Briefly describe the means the county used to obtain broad public input in the development of the CalWORKs plan. [Reference: WIC Section 10531(k)]

Recognizing the impact welfare reform would have on the community, and the critical need for community involvement and collaboration, the County moved quickly after the federal TANF legislation was passed in August 1996 to establish committees to begin the task of reviewing the legislative changes and developing strategies to deal with these changes at the local level.

The County Family Services Council, with County Department representatives from Health, Job Training Network, Public Administrator, Mental Health, Probation and Social Services, formed a Welfare Reform Task Force in October 1996. Their purpose was to review the impacts of welfare reform, prepare a presentation for the County Board of Supervisor's and a community workshop for CBO's and the public.

Parallel with that committee, the Department established an internal Welfare Reform Steering Committee to begin to identify program changes, to develop strategies for planning, designing and implementing welfare reform and to prepare a speaker's outline and text that could be used by staff to make community presentations.

Department staff have made numerous presentations during this past year to inform and educate the public about the expected changes and impacts of welfare reform. Presentations have been offered to any interested community organization, group or business and have covered a wide range of audiences including local community colleges, the Faith community, service clubs, community service organizations, county departments, local agencies and many other groups. The Department developed Welfare Reform Updates that were made available to the public, county agencies and staff to assist them in keeping up with the rapid and far-reaching changes occurring in the Department as a result of welfare reform. In addition to the public updates, the Department has created and issued monthly informational notices to clients in an effort to educate and prepare them for the changes that are expected from welfare reform.

In August 1997 the Department established the CalWORKs Implementation Team, comprised of Department managers, program assistants, systems, fiscal and contract staff, with responsibility for planning, designing, training and implementing the CalWORKs program and writing the County CalWORKs plan. The Implementation Team is supported by sixteen work project groups with representation from Department staff, public and private agencies, the business community, clients, employee union representatives and other interested individuals. These teams are responsible for reviewing new program mandates and other programmatic changes. They have been charged with the goal of developing practices and procedures necessary to implement the significant changes mandated by both TANF and CalWORKs legislation. Using the experience and expertise of the collaborating members, the project groups will make recommendations to the department to approve various practices and procedures that are

consistent with the intent of CalWORKs, meet the needs of our clients and accomplish the mission of Santa Barbara County Department of Social Services. To solicit further public input and comment prior to the finalization of the county Plan, four public forums were held in different locations throughout the county. Copies of the draft plan were made available for review and comment. Written input was also encouraged via mail, FAX and internet.

(I) SOURCE AND EXPENDITURES OF FUNDS

Provide a budget specifying your county's estimated expenditures and source of funds for the CalWORKs program on the forms provided (Attachment 2). Your budget should meet the requirement of WIC Section 15204.4 which specifies that each county shall expend an amount for these programs (administration and services) that, when combined with funds expended for the administration of food stamps, equals or exceeds the amount spent by that county for corresponding activities during the 1996/97 fiscal year. [Reference: WIC Section 10531(l)]

Attachment B

(m) ASSISTING FAMILIES TRANSITIONING OFF AID

Please describe how the county will work with families transitioning off aid. The description should include (1) assistance for those individuals who transition off aid due to time limits, and (2) those who leave aid due to employment. [Reference: WIC Section 10531(m)]

Job retention services are critical to the success of the county's CalWORKs program. The county will work with families in the transition from welfare to self-sufficiency. Santa Barbara county will provide case management services to participants of CalWORKs for up to 12 months for 1) employed non welfare-to-work recipients or 2) former recipients who are employed and have received aid within the previous 12 months. These services will be offered in the form of:

- Assistance in accessing benefits and services outside of public assistance;
- Transitional supportive and ancillary services including child care;
- Transitional Medi-Cal benefits;
- Retention services including skills development, conflict resolution in the work place, problem solving, and advanced life skills;
- Training on how to manage household finances;
- Aid in pursuing Earned Income Tax Credit (EITC);
- Job Search/Job Readiness for re-employment.

Participants will be informed from the point they enter the CalWORKs program, through post employment, on job progression and job promotion opportunities. This approach includes beginning with identification of the advantages of employment, most particularly in the context of time limited aid.

Job retention services will be available to all recipients who leave aid due to employment. Individuals who leave aid due to time limits will have services available to the extent resources allow.

(n) JOB CREATION

Please describe the efforts that have been undertaken, or that the county plans to pursue, relating to the job creation plan described in Chapter 1.12 (commencing with Section 15365.50) of Part 6.7 of Division 3 of Title 2 of the Government Code.

The County is interested in applying for funding from the Job Creation Investment Fund. Staff from the Department of Social Services and the County Administrative Office will be attending a regional workshop sponsored by the Trade and Commerce Agency on November 25, 1997 and will be working together to review the detailed program and specific county allocation information released to counties November 1, 1997.

It is intended that funds would be used to facilitate local job creation activities targeted for CalWORKs recipients. The County will designate a lead local economic agency and a planning group to prepare a grant application and county resolution, as instructed in AB 1542. Some of the areas to be considered are tax credits/incentives for employers, increased capital for small businesses in order to expand, and funding for new entrepreneurial businesses.

An addendum to the County Plan will be submitted when a final decision is reached concerning the Job Creation Investment Fund.

(o) OTHER ELEMENTS

Pilot projects: Please include a description of any pilot projects that the county may wish to pursue and submit a separate proposal for, as part of its CalWORKs Program. Should the county later determine an interest in a pilot proposal, this information could be submitted as an addendum to the County Plan.

Noncustodial Parent Employment and Training Demonstration Project

The Department, in partnership with the District Attorney's office, have developed a joint proposal for submission to the state for approval to participate in the Noncustodial Parent Employment and Training Demonstration Project.

The purpose of the project is to determine if providing employment and training services, as well as parenting training to noncustodial, unemployed parents with children on public assistance will result in an increase in the amount and consistency of child support payments, a reduction in public assistance, and an increase in the parent's involvement in their children's lives.

The District Attorney's Office and the Department of Social Services are working collaboratively with other community agencies (JTN, EDD, Community Colleges, Adult Education), and private business to design a comprehensive and effective program.

Eligibility Simplification Project (ESP)

This county has been approved to participate in the Eligibility Simplification Project. This program eliminates the face-to-face yearly redetermination/recertification interviews for CalWORKs and Food Stamp recipients, unless the county determines the case is "high risk". This process allows eligibility workers to conduct annual desk reviews of recipient files using the existing monthly report information and other documents available to complete the annual redetermination/recertification. This should result in a more timely review of the monthly Income Report form by the Eligibility Worker and provide that worker an opportunity to give more attention to monthly quality assurance activities.

Training Welfare Recipients to be Child Care Providers

In collaboration with Allan Hancock College, Santa Barbara City College, and Santa Barbara Family Care Center (Resource & Referral), the Santa Barbara County Department of Social Services has created a pilot project that builds upon and expands the capacity of an existing in-home, license exempt child care provider training program in our county. With an already documented shortage of available child care in this county, this pilot training program will identify CalWORKs recipients who are willing and meet the criteria to participate in the training program. The county has already been approved for a two-year startup grant and will be submitting proposals for additional funds to further expand the training program.

Job Mentoring Program

The Department is interested in designing a Job Mentoring Program to assist clients that have found employment and need support to meet the ongoing challenges of retaining a job and/or balancing the responsibilities of being a working parent. The potential mentors include former public assistance recipients that have been successful in transitioning into employment, and community volunteers that could include local business men and women, the Faith community and retired persons.

Minority Self-Employment Project (Microenterprise Demo Project)

The Department of Social Services in collaboration with Women's Economic Ventures is interested in submitting a proposal to provide self-employment training and technical assistance to women and minorities who are recipients of CalWORKs benefits. The proposal would include a training program that would help the recipient determine whether he/she was suitable for self-employment. If the recipient meets the criteria for effectively organizing his/her own business, the training proposal would also help the recipient to develop workable business plans, marketing strategies, business location analysis, family dependent care obligations and information on how to access microloans.

(p) COMPLIANCE WITH REQUIREMENTS OF CalWORKs

Under CalWORKs counties are required to enroll single parent families in welfare-to-work activities for a minimum of 20 hours per week beginning January 1, 1998, 26 hours per week beginning July 1, 1998, and 32 hours per week beginning July 1, 1999. [Reference: WIC Section 11322.8(a)]

Prior to July 1, 1999, counties have the option to require adults in single-parent assistance units to participate up to 32 hours per week. Does your county intend to exercise that option? [Reference: WIC Section 11322.8(a)]

All non-exempt applicants and recipients are required to participate in welfare-to-work activities.

APPLICANTS:

Santa Barbara county will require all non-exempt adults in single-parent assistance units to participate 32 hours per week as of January 1, 1998. Adults in two-parent assistance units whose basis for aid is unemployment, will be required to participate in at least 35 hours a week. Both parents in the assistance unit may contribute towards the 35 hour a week requirement so long as one parent participates a minimum of 30 hours a week.

RECIPIENTS:

Recipients of CalWORKs who on January 1, 1998 were receiving AFDC/GAIN services in December 1997, will be transitioned into the requirements expected of applicants above. The new participation requirement will become effective when a new welfare-to-work plan is signed, but no later than December 31, 1998.

Santa Barbara county is exercising the option to require higher participation hours prior to dates the federal government has established. However, county policy will allow lower participation rates on a case by case situation in the event there are extenuating circumstances (e.g.; lack of available child care or other resources). In no event will participation be less than current applicable federal participation rates.

The grievance procedure to be used for CalWORKs in Santa Barbara County DSS will be the grievance procedure developed and used under the GAIN program.

(q) INTERACTION WITH AMERICAN INDIAN TRIBES

Please describe the discussions that have occurred with respect to administration for the federally recognized American Indian Tribes located within your county. This should include whether the county will administer the program, whether the tribes will administer their own approved tribal TANF program, or whether there will be joint county/tribal administration. [Reference: WIC Section 10553.2]


Santa Barbara County has discussed CalWORKs requirements and options with the representatives of the Santa Ynez Indian Reservation. The options of self operation of TANF eligibility and employment services, the County's operation of CalWORKs, or a combination of services by each entity has been discussed. The Tribal Council of the Santa Ynez Indian Reservation has notified the Southern California Consortium of Tribal Leaders of their interest in joining that Consortium for the purpose of providing self-operation of TANF. Based upon the outcome of the discussions among the Consortium, the Tribal Council of the Santa Ynez Indian Reservation will notify the County at a later date of its final decision. Once that decision is made and relayed to the County, a plan addendum will be submitted.

Should the Tribe opt to administer their own Tribal TANF Program, county staff will assist in determining county expenditures and the transfer of funding and administration responsibilities. If the Tribe opts to utilize the County's CalWORKs programs, the county staff will be available to ensure equitable access to assistance for tribal applicants and recipients.

CERTIFICATION

THIS PLAN HAS BEEN DEVELOPED IN ACCORDANCE WITH THE APPROPRIATE FEDERAL, STATE AND COUNTY LAWS AND REGULATIONS. THE TERMS OF THIS PLAN, INCLUDING ALL CERTIFICATIONS WITHIN THIS PLAN, AND ALL APPLICABLE LAWS AND REGULATIONS WILL BE FOLLOWED DURING THE IMPLEMENTATION AND EXECUTION OF THIS PLAN.

Department of Social Services
Signature


Charlene A. Chase, Director

Board of Supervisors
Signature


Tom Urbanske, Chair

Working Plan for DSS Project Teams

*Teams listed are only those associated with CalWORKs implementation activities
and do not include all project teams active on current DSS projects.*

CalWORKs Deputy Director: Edna Terrell 681-4485
Interim CalWORKs Project Manager: Carol Kurtze 346-7105

| PROJECT NUMBER & TEAM | LEADER |
|--------------------------------------------------------------------------|-------------------------------------------|
| 1. <i>Client Entry, Diversion and Child Support</i> | <i>Carol Kurtze</i> |
| 2. <i>School Attendance</i> | <i>Hedy Damery</i> |
| 3. <i>Mental Health, Substance Abuse and Family Violence Screens</i> | <i>Jane Overbaugh</i> |
| 4. <i>Food Stamp Implementation and Changes</i> | <i>Bev Littlejohn</i> |
| 5. <i>Internal Staff Training</i> | <i>Cathy Olson</i> |
| 6. <i>Child Care</i> | <i>Hedy Damery</i> |
| 7. <i>Transportation and Other Supportive Services</i> | <i>Clarissa Morris</i> |
| 8. <i>Vendor/Voucher Payment System and Process</i> | <i>Terrie Concellos</i> |
| 9. <i>Community Work Experience/CalWORKs, FSET</i> | <i>Bev Littlejohn</i> |
| 10. <i>Job Development and Community Economic Development</i> | <i>Bob Montgomery</i> |
| 11. <i>Skill Enhancement and Vocational Training</i> | <i>Bob Montgomery</i> |
| 12. <i>County CalWORKs Plan Writing Team</i> | <i>Bob Montgomery or Carol Kurtze</i> |
| 13. <i>Department Reorganization/ Reclassification of Positions</i> | <i>Michele Fitzpatrick</i> |
| 14. <i>Performance Objectives/Data Tracking</i> | <i>Lucy O'Connell</i> |
| 15. <i>Community Forum Team</i> | <i>Clarissa Morris or Mona Baker</i> |
| 16. <i>GAIN RFP Team</i> | <i>Michele Fitzpatrick</i> |

| <i>Members of CalWORKs Project Teams that are Employees of the Dept. of Social Services:</i> | <i>Members of CalWORKs Project Teams that Represent Other Agencies & County Depts.:</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p> Mona Baker, Eligibility Division Chief Lina Bickel, Eligibility Worker Mysty Bonner, Medi-Cal Program Assistant Diana Brubaker, Food Stamps Program Assistant Michele Fitzpatrick, Deputy Director Gloria Carson, Eligibility Supervisor Terrie Concellos, Business Manager Hedy Damery, KIDS Network Coordinator Bob Engel, Information Systems Coordinator Lynn Espino, GAIN Eligibility Worker Trisha Faulkner, Information Systems Coordinator Ellen Fitzgerald, General Relief Program Assistant Paula Hardwick, GAIN Social Worker Kym Hoffman, Eligibility Worker Randolph Hudson, Information Systems Coordinator Farrell Kisio, Information Systems Coordinator, Sr. Diana Klopp, Executive Secretary Carol Kurtze, CalWORKs Division Chief Charlene Liddell, Contracts Coord. Program Asst. Bev Littlejohn, Eligibility Division Chief Rhonda MacDonald, Eligibility Supervisor Vickie Madrigal, Staff Develop. Program Assistant Frank Mejia, GAIN Program Assistant Bob Montgomery, Deputy Director Londie Morales, Eligibility Worker III Clarissa Morris, GAIN Division Chief Cathy Olson, Staff Development Division Chief Jane Overbaugh, Eligibility Division Chief Pam Powers, Eligibility Supervisor Pat Rodriguez, Fiscal Program Assistant Ben Ruiz, GAIN Supervisor Barbara Russell, Eligibility Supervisor Nancy Saengjaeng, GAIN Social Worker Freya Schultz, Analyst Allegra Shiner, Child Care Program Assistant Alice Simms, Principal Clerk Denise Sky, Information Systems Coordinator, Sr. </p> | <p> Trudy Adair-Verbais, County Schools E. Dennis Andersen, Lompoc Chamber of Commerce Gayle Baker, Santa Barbara City College Bill Batty, Family Services Agency Theresa Boulette, Mental Health Joyce Christian, Santa Barbara City College Michael Powers, Director, Assoc. of Governments Greg Cross, SEIU 535 Sylvia Cruz, Children's Resource & Referral Center Kathryn Dinkin, District Attorney, Victim Witness Theresa Duer, Personnel Department Gil Garcia, Santa Barbara City Council Sal Giafaglione, Employment Development Dept. Cam Gittler, Transition House Diane Harmon, Children's Resource & Referral Ctr. Ray Hobson, Allan Hancock College Carl Hopkins, Data Services Department Penny Jenkins, Council on Alcohol & Drug Abuse Beverly King, Human Services Association Rita Madden, Community Action Commission John McMillin, Purchasing Department Pam Meadows, Eligibility Worker III Dr. Karen Moyes, Health Initiative Ram Natesh, County Administrator's Office Ralph Ohta, Business Advisory Team Martha Osbourne, Santa Barbara City College Sheridah Gerard, Health Care Services Karin Roser, District Attorney, Child Support Katie Roth, Auditor-Controller Megan Ryker, District Attorney, Victim Witness Margaret Segura, Allan Hancock College Bob Shapiro, Job Training Network Dom Signorelli, Lompoc Adult Ed. Andy Smidt, County Schools Eleanor Snowden, Allan Hancock College Todd Sosna, Mental Health Judy Teague, Santa Maria Child Care Coordinator </p> |

| <i>Members of CalWORKs Project Teams that are Employees of the Dept. of Social Services:</i> | <i>Members of CalWORKs Project Teams that Represent Other Agencies & County Depts.:</i> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p> Leslie Smejkal, Systems & Programming Analyst, Sr. Sondra Smith, GAIN Social Worker Duncan Thomas, Personnel Division Chief Ken Thommen, GAIN Supervisor Sandi Valla, GAIN Supervisor Denise Sky, Information Systems Coordinator Lucy O'Connell, Data Processing Manager Michael Watts, AFDC Program Assistant Beta Raquel-Rivera, GAIN Social Worker Deborah Bruggenkamp, Accountant I </p> <p>Other staff yet to be announced</p> | <p> John Torell, Auditor-Controller Susan Williams, Lompoc Adult School Jackie Wright, Health Initiative Marsha Wright, Santa Barbara City College Jerome Yoman, Consultant Ellen Lubic, Consultant Alex Brumbaugh, Council on Alcohol & Drug Abuse Lupe Gomez, County Drug & Alcohol Victor Kogler, County Drug & Alcohol Rebecca Roberston, Shelter Services Julie Bowden, League of Women Voters Dori Statton, Consumer Roger Welt, Dean of Off Campus Programs (AHC) Barry Rondinella, Lompoc Transit Administrator Elizabeth Hatcher, Senior Services Dir., Lpc Valley Lee Diaz, Transit Administrator (SMAT) Betty Fisher, Exec. Dir. (SMOOTH/SMAT) Diane Beeke, Care Program Asst. (AHC) John Murdock, Transportation Planner (SB MTD) David Grabowski, Easy Lift Ernesto Paredes, Easy Lift, Associate Dir. Tom Roberts, Easy Lift Director & City Council (SB) Marsha Bailey, Women's Economic Ventures Elizabeth Kasehagen, Health Care Services Mary McGee, Health Care Services Others yet to be announced </p> |

Santa Barbara County Plan Budget 1997/98 State Fiscal Year

Section 1

| | Total | FCS | State General Fund | County Funds * | Other ** |
|--------------------------------------------------------|-------------|-------------|--------------------|----------------|----------|
| Food Stamp Administration (For County MOE Purposes) | \$6,027,879 | \$3,014,282 | \$2,176,758 | \$836,839 | \$0 |

* When combined with food stamp administration, the total level of estimated county funds for CalWORKs administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for these programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

** If other sources of funding are being made available for an activity, please identify on a separate page.

Santa Barbara County Plan Budget 1997/98 State Fiscal Year

Section 2

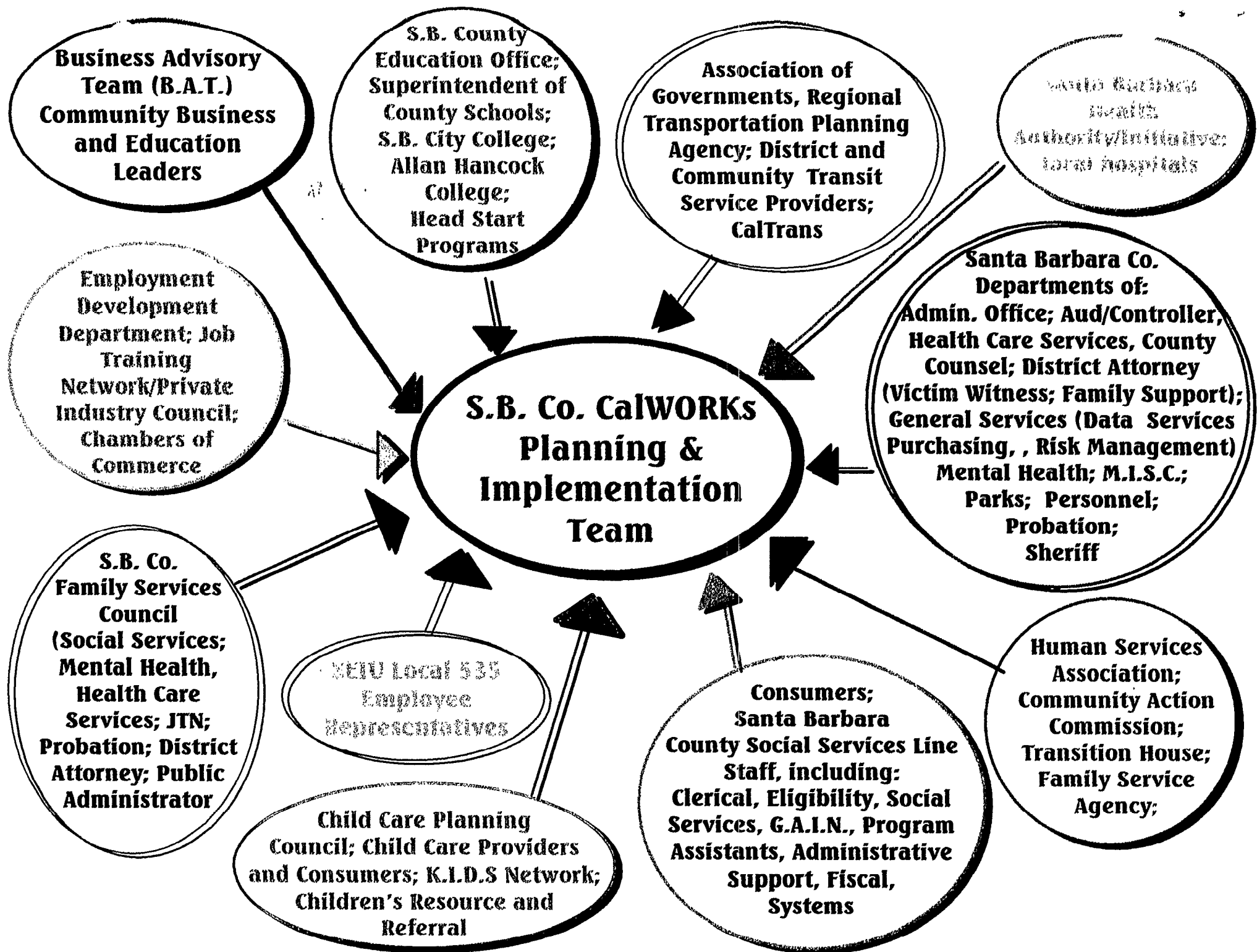
Note: The following categories are for information purposes only and are not an indicator of specific claiming categories

| | Total | TANF/State General Fund | CCDBG | Title XIX | County Funds * | Other ** |
|--------------------------------------------------------------------|---------------------|-------------------------|------------------|------------------|------------------|------------|
| TOTAL CalWORKs Admin & Services Items (A) thru (D) | \$13,142,192 | \$11,421,967 | \$551,000 | \$170,064 | \$999,161 | \$0 |
| (A) TOTAL CalWORKs Single Allocation Items (1) thru (7) | \$11,036,449 | \$10,037,288 | \$0 | \$0 | \$999,161 | \$0 |
| (1) Benefit Administration | \$6,159,475 | \$5,681,132 | \$0 | \$0 | \$478,344 | \$0 |
| (2) Program Integrity (Fraud) | \$620,189 | \$620,189 | \$0 | \$0 | \$0 | \$0 |
| (3) Staff Development/Retraining | \$230,000 | \$200,000 | \$0 | \$0 | \$30,000 | \$0 |
| (4) Welfare-to-Work Activities | \$3,382,177 | \$2,970,666 | \$0 | \$0 | \$411,511 | \$0 |
| (5) Cal Learn | \$626,539 | \$618,110 | \$0 | \$0 | \$8,429 | \$0 |
| (6) Child Care - 1st half of 1997/98 | \$589,758 | \$518,881 | \$0 | \$0 | \$70,878 | \$0 |
| (7) Other Activities *** | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 |
| (B) Child Care - 2nd half of 1997/98 | \$1,726,964 | \$1,175,964 | \$551,000 | \$0 | \$0 | \$0 |
| (C) Mental Health Treatment | \$154,604 | \$77,302 | \$0 | \$77,302 | \$0 | \$0 |
| (D) Substance Abuse Treatment | \$224,175 | \$131,413 | \$0 | \$92,762 | \$0 | \$0 |

* When combined with food stamp administration, the total level of estimated county funds for CalWORKs administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for these programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

** If other sources of funding are being made available for an activity, please identify on a separate page.

*** Please identify "other activities" on a separate page.



XIV. FORMAL GRIEVANCE PROCEDURES

MPP Chapter 42-700, Section 42-787 and the legislation implementing the GAIN program make provisions for participant redress. When a participant believes that any program requirement or assignment is in violation of the contract or is inconsistent with the program, the Department of Social Services (DSS) will inform her/him of the right either to request a State Hearing, to file a formal grievance based on the procedures established in Section 5302 of the Unemployment Insurance Code or to file a formal grievance based on the procedures established by the County Board of Supervisors.

State Hearing - DSS shall inform the participant of his/her right to file an appeal through the State Hearing process. Provisions for State Hearings are specified in MPP Division 22. The participant may also request a State Hearing to appeal the outcome of a formal grievance.

The State Hearing procedures have been in existence for many years and requests for hearings involving the GAIN program will be handled within these existing procedures. The department's efforts will be coordinated through the existing Appeals unit.

Formal Grievance (Section 5302 of the Unemployment Insurance Code) - The procedures established for a formal grievance by the Unemployment Insurance Code are the same as those required for a cause determination and formal conciliation as specified in MPP Chapter 42-700 Section 42-781. Participants can use this procedure when they believe that any program requirement or assignment is in violation of the contract or inconsistent with the program. It can not be used after the conciliation process has been completed and the participant remains dissatisfied. It may not be used to appeal the outcome of a State hearing, the requirement to sign a basic contract, or the results of an assessment. These will be conducted by the GAIN social worker with supervisor involvement as necessary.

Formal Grievance (County Board of Supervisors) - The procedures for a formal grievance established by the County Board of Supervisors will be observed. The procedure to be followed is outlined on pages 3 and 4 of this section.

Interpreters are provided by the State Department of Social Services for State Hearings. For County Formal Grievance Hearings, our Appeals Officer will use DSS interpreters. Bilingual social workers will be the case managers for monolingual spanish participants. Every effort will be made to provide other interpreters from our staff as needed.

Ten day notice is mandatory for all negative actions.

DSS will administer the GAIN Program in a way that will apply program requirements equally to all registrants and participants. DSS shall explain the right to a grievance review at orientation and each time the basic contract between participant and DSS is amended. Each participant will receive a copy of the State mandated contract which explains what happens if they do not participate and what they can do if they disagree. This is a detailed explanation of the hearings and which sanctions may apply.

Every effort will be made to prevent and resolve problems on an informal basis prior to a complaint being filed, however, participants and registrants will not be discouraged from exercising their rights to appeal, conciliate, or grieve department actions.

Civil Rights Complaints - DSS will address any complaints of discrimination based on race, color, national origin, religion, political affiliation, marital status, sex, age, or handicap which may arise through a participants registration for or participation in GAIN in accordance with the provisions of MPP Division 21. This is the standard procedure observed for all civil rights complaints. It provides a method for resolving alleged complaints of discrimination in a prompt and impartial manner.

GREATER AVENUES FOR INDEPENDENCE (GAIN)

FORMAL GRIEVANCE PROCEDURE
(COUNTY BOARD OF SUPERVISORS)

INTRODUCTION

MFP 42-787.3 and the legislation implementing the GAIN Program require a Formal Grievance Procedure to be established by the County Board of Supervisors. The Procedures must be part of the County Plan (Section 42-720.34).

The goal of this procedure is to afford the participant a timely review. It does not interfere with a participant's right to a State Fair Hearing.

DEFINITIONS

Grievance - A complaint about a requirement or assignment which a participant believes does not fit his/her contract or should not be allowed under the GAIN program. It may not be used to appeal the outcome of a State hearing, the requirement to sign a basic contract, or the results of an assessment.

Participant - Means a mandatory or voluntary registrant who is actively participating in GAIN.

Appeals Officer - A person designated by the Director of Social Services to conduct the grievance review and render a decision. The appeals officer shall be independent and impartial and not have been involved in the decision on which this complaint was based. Under some circumstances, the appeals officer shall voluntarily disqualify herself or be disqualified according to MFP Chapter 22-000, Section 22-055.

Representative - An individual, including an attorney-at-law, relative, or other person authorized by the claimant or by DSS to act for and represent a party to the review in any and all aspects of the hearing.

Filing Date - Date DSS receives written request.

GRIEVANCE REQUEST AND SCHEDULING

A grievance request may be made no later than ten days after proposed action, assignment or amended contract. The review shall be held within 15 days of the filing date. Upon request the client may postpone the hearing up to 30 days, in order to obtain representation. Other requests for postponement will be granted under MFP chapter 22-000, Section 22-053.1.

Where it is not possible to file a timely written request the department shall accept a verbal request followed by a written request within five days.

Notice of grievance review shall be given to registrant no less than five calendar days prior to the hearing or mailed no less than seven calendar days prior to the hearing. It shall include:

- * date, time and place of hearing.
- * explanation of their right to bring witnesses, and/or evidence they feel is relevant.
- * explanation of their right to assign an authorized representative.
- * the names, addresses and telephone numbers of legal and community organizations which may provide representation.

Good cause for failure to appear must be established within seven days of original hearing date in order to reschedule. Good cause will be established according to State Hearing procedure in MFP Chapter 22-000, Section 22-053.16.

CONDUCT OF GAIN HEARINGS:

- * The proceedings shall be informal and the appeals officer shall have full discretion in the Order of Testimony and Admission of Evidence.
- * Introduction of all persons present.
- * Statement by appeals officer regarding purpose of meeting and clarification of issue under consideration.
- * Explanation of the order in which persons will testify, ask questions and give rebuttal.
- * Further question parties and witnesses to obtain necessary facts and assist parties by explaining issues and meaning of terms.
- * A tape recording shall be made of the Hearing. The tape will be retained by DSS for one year. A copy may be released to claimant upon request.
- * The Appeals Officer shall have the discretion to postpone or continue hearing for submission of evidence or testimony not to exceed ten days from hearing date and to provide opportunity to obtain representation not to exceed 30 days.
- * Written decision is to be mailed to claimant within ten (10) days of the hearing. It will include a finding of facts and conclusions and information regarding his/her right to appeal the decision through the State Hearing process.